

DATA CAPTURE & RETRIEVAL:	
<p>Are standard systems procedures manuals available for the caseworkers?</p> <p>Are applications entered on the same day received?</p> <p>Is an interactive interview conducted?</p>	
<p>What is the response time for:</p> <ul style="list-style-type: none"> On-line inquiry Off-line inquiry Application processing Notification of Change <p>Do controls exist to assure that only the caseworker can access/change cases assigned to him/her?</p> <p>Does the system collect SSN for all individuals in the household at the time of interactive interview?</p> <p>At the time of application, does the system provide for an intrajurisdictional verification that an active case does not exist for the same applicant?</p> <p>Does the system perform on-line verification of income against a wage-reporting database?</p> <p>How are matches handled?</p> <p>Does the system perform IEVS matching? (optional)</p> <p>Does the system perform SAVE match? (optional)</p> <p>If a notice of change is received, will the system automatically:</p> <ul style="list-style-type: none"> Update the case record Change the benefit calculation Suspend benefits Terminate benefits <p>Does the system record the origin of the change report?</p>	
<p>Does the system automatically notify PA of reported changes and new allotment amounts?</p>	
<p>Are reports of change and new grant amounts automatically received from PA and processed by the system?</p>	
<p>Does the system perform all activities necessary to maintain the appropriate level of confidentiality of information obtained from the applicant and recipient households?</p>	